

# NASA Headquarters Information Technology Contacts Matrix

Customer Satisfaction Working Group Interview Service Level Analysis Chart																							
	Initiative for Stronger Partnership	ITCD Customer Service Manager Interface	ITCD Sr. Mgt Interface	Confidence in Info Provided	Communication Timeliness	Service Improvements last 3 months	Forums Used to Communicate	Support Staff Expertise	Multifunctional Device	Printing & Graphics Support	Multimedia Web Development	Desktop Support	Help Line Support	Catalog Purchases	IT Security	Policy Support (IT Security, Privacy, SDR & Records Mgt.)	Special Task	Applications Development	On-Boarding	Miscellaneous	NOMAD Service	Group Survey Assessment Results	Customer Overall Assessment Rating
Organization																							
Office of the Administrator	5	5	*	5	4	4	5	5	1	5	5	5	5	5	5	5	5	5	4	*	5	4.6	5
Office of Safety and Mission Assurance (OSMA)	4	4	4	3	1	4	4	*	4	4	*	4	4	1	4	*	*	1	4	*	4	3.4	4
Program Analysis and Evaluation (PA&E)	5	5	*	5	5	5	5	5	5	5	5	5	5	2	5	5	5	*	5	*	5	4.8	5
Office of the Chief Engineer (OCE)	5	5	*	5	5	5	5	5	5	5	5	5	5	4	5	*	*	5	4	*	5	4.9	5
Office of Program and Institutional Integration (OPII)	2.5	2.5	*	2.5	2.5	2.5	2.5	2.5	2.5	2.5	2.5	2.5	2.5	2.5	2.5	2.5	2.5	2.5	2.5	*	2.5	2.5	2.5
Office of the Inspector General (OIG)	4	4	*	4	3.5	4	4	4	4	4	4	4	4	4	4	4	4	4	1	*	1	3.7	4
Mission Directorates																							
Aeronautics Research (ARMD)	2.5	3	*	3	2.5	2	3	2.5	3	3	*	2.5	3	3	2.5	3	*	3	2.5	*	1	2.6	3
Exploration Systems (ESMD)	3.5	4	4	3.5	3.5	4	4	4	4	4	4	4	4	1	4	*	2	2	1	*	3.5	3.4	4
Science (SMD)	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	1	3	4.5	4.5	4.5	4.5	4	4.5	2	4	1	*	4.5	3.9	4.5
Space Operations (SOMD)	3.5	3.5	3.5	3.5	1	3.5	1.5	3.5	1	3.5	3.5	2	2	2.5	1	*	1	*	1	*	3	2.4	3.5
Mission Support Offices																							
Office of the Chief Financial Officer (OCFO)	5	5	5	5	5	5	4.5	4.5	3.5	2.5	*	4	4.5	5	1	*	5	*	1	*	5.0	4.1	5
Office of the Chief Information Officer (OCIO)	5	5	*	5	5	*	5	5	5	5	*	*	5	2	*	5	5	5	1	5	5	4.5	5
Office of General Counsel (OGC)	5	5	*	5	5	*	5	5	5	5	5	5	5	5	5	5	*	4	5	5	5	4.9	5
Innovative Partnerships Program (IPP)	*	2	*	4	2	4	4	4	4	4	*	4	3.5	1.5	4	4	4	*	1	*	4	3.1	4
Office of External Relations (OER)	1.5	1	*	1	1	2	4	4	4	1	4	2	1	1	*	*	*	*	1	2	1	1.9	4
Office of Security and Program Protection (OSPP)	4	4	4	4	4	4	4	4	4	4	4	2	2	2	4	4	*	*	1	*	4	3.2	4
Office of the Chief Health and Medical Officer (OCHMO)	3	3	3	3	3	3	3	3	1	3	3	3	3	3	3	3	3	3	1	*	3	2.8	3
Office of Institutions & Management (OIM)	4	4	4	4	4	4	4	4	4	4	*	4	4	4	4	4	*	*	4	*	4	4.0	4
Office of Headquarters Operations	4	3	4	3	4	4	*	4	4	4	4	4	4	3	4	2	4	1	*	*	1	3.2	4
Budget Management & Systems Support (BMSS)	4	3	4	4	4	4	4	4	1	*	*	4	4	4	4	4	4	4	3	*	4	3.7	4
Office of Diversity and Equal Opportunity (ODEO)	5	5	5	5	5	5	5	5	5	5	5	5	5	4	5	5	*	1	2	*	2	4.4	5+
Office of Human Capital Management (OHCM)	2	4	*	4	4	2	2	4	1	4	*	3	4	1	3	4	4	*	2	*	2	2.9	4
Office of Infrastructure (OI)	4.7	4.7	4.7	4.7	4.7	4.7	4.7	4.7	4.7	4.7	4.7	4	4.7	4.7	4.7	4.7	*	3	3	4.7	4.7	4.5	4.7
Office of Internal Controls & Management System	5	5	5	5	5	5	*	5	1	5	5	5	5	*	5	5	5	5	*	*	5	4.8	5
Office of Procurement	3	5	*	5	5	5	5	5	5	*	5	5	5	5	4.5	5	*	*	5	*	5	4.8	5
Office of Small Business Programs (OSBP)	5	5	*	5	5	*	5	*	5	*	*	5	*	5	*	*	*	*	5	*	5	5.0	5
Office of Strategic Communications	5	5	*	5	5	5	5	4	5	5	5	5	5	5	4.5	5	*	*	5	*	5	4.9	5
Communications Planning	5	5	*	5	5	5	5	4	5	5	5	5	5	5	4.5	5	*	*	5	*	5	4.9	5
Office of Education	4	4	*	4	4	4	*	4	1	4	4	3	4	1	2	4	4	4	4	1	4	3.4	4
Office of Legislative and Intergovernmental Affairs (OLIA)	4.5	4.5	2	4.5	4.5	4.5	4.5	4.5	4	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	3	*	4.5	4.3	4.5
Office of Public Affairs (OPA)	4	4	*	4	4	4	3	3	3.5	4	*	4	1	1	2	1	4	*	1	*	5	3.1	4

This matrix is located on the ITCD Web site at  
[http://www.hq.nasa.gov/itcd/documents/IT\\_Contacts.xls](http://www.hq.nasa.gov/itcd/documents/IT_Contacts.xls) 7/09/2009